

Visitor, 2023-08-03 06:57:43

IP:184.92.192.117, ID: 90614👍

06:57:43

👤 Visitor

I would like to know what part of the document is being referenced as being unclear. I resubmitted on Jul 31, 2023, 7:32 AM scans that are very visibly clear. However, I received an email correspondence at 4:33am today stating the document submitted is not clear once again. They were submitted in pdf format and are very clearly visible. So please advise as to what specifically is not clear? Thank you

Tara8166

taramburge@gmail.com

8162102028

👤 Robert

Welcome to Slots Villa.

06:58:41

👤 Visitor

Hello

Thank you

👤 Robert

Please allow 3-5 minutes while I access your account and guide you further.

07:00:30

👤 Visitor

No problem

👤 Robert

The documents shared by you are not clear. We request you to share the clear and visible documents for verification of KYC.

07:03:17

👤 Visitor

I am asking what exactly is unclear with the referenced document? Can I get the document file name being referenced please and thank you

I went over and over the most recently submitted document scans to ensure their visibility.

Thank you

I'm sorry but how many different times can a document submitted be deemed as not being clear?

2023_07_17 documents specifically I am stating are extremely clear

Submitted on Jul 31, 2023, 7:32 AM

Thank you

👤 Robert

Support team has closed your chat, We don't have access to check the documents shared.

07:13:16

 **Visitor**

Well you Robert specifically did so awhile back with submitted documents? So how am I to submit documents that are any clearer, I ask? Thank you

May someone then please tell me specifically what is not clear regarding the documents submitted?

 **Robert**

We have forwarded your details to support team, support team will check and reply you back as soon as possible.

07:16:46

 **Visitor**

Okay. Thank you